

2019 IHCP Annual Workshop

MDwise Provider Portal

Providing health coverage to Indiana families since 1994

Agenda

- Provider Page
- Accessing the Portal
- Eligibility
- Claim Status
- Member Health Profile
- Quality
- Contact
- Resources
- Questions



Provider Page

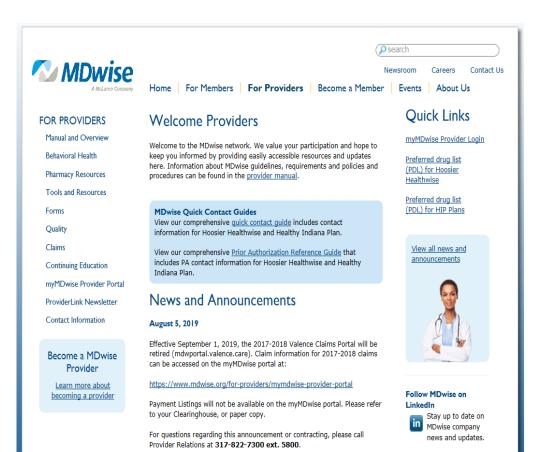




Provider Page

Provider Page Features:

- Provider Manuals
- Department Forms
- Pharmacy Resources
- Quality Education Materials
- Contact Guides
- News and Announcements
- Provider Portal Access
- ProviderLink Newsletter
- How to Become a MDwise Provider
- Prior Authorization Lists
- Continuing Education Materials





Provider Page

Why use the Provider Page?

- Updated versions of forms
- Updated contact guides
- Access to archived materials
- Learn how to earn incentives through Quality
- Print resources for your office to educate members on:
 - Smoking Cessation
 - Behavioral Health
 - Diabetes
 - Pregnancy



myMDwise Provider Portal

- http://www.MDwise.org/for-providers
 - Member Eligibility, including assigned Primary Medical Provider (PMP)
 - Claims
 - Quality Reports
 - Member Rosters
 - Member Health Profile
 - Coordinate Medical and Behavioral Health services based on paid claims
 - Includes physician visits, medication and ER visits
 - Care Management/Disease Management Requests





search

Newsroom

Careers

Contact Us

Home For Members For Providers Become a Member

Events About Us

FOR PROVIDERS

Manual and Overview

Behavioral Health

Pharmacy Resources

Tools and Resources

Forms

Quality

Claims

Continuing Education

myMDwise Provider Portal

Providerl ink Newsletter

Contact Information

Become a MDwise Provider

Learn more about becoming a provider

Welcome Providers

Welcome to the MDwise network. We value your participation and hope to keep you informed by providing easily accessible resources and updates here. Information about MDwise guidelines, requirements and policies and procedures can be found in the provider manual.

MDwise Quick Contact Guides

View our comprehensive guick contact guide includes contact information for Hoosier Healthwise and Healthy Indiana Plan.

View our comprehensive Prior Authorization quick contact quide that includes PA contact information for Hoosier Healthwise and Healthy Indiana Plan.

News and Announcements

June 10, 2019

MDwise sent a list of claims to the state for encounter/shadow claim payments. The state returned part of this list stating that the provider either was not enrolled with the TIN, Group NPI, LPI billed, or was not actively enrolled under the TIN, NPI, LPI combo on the date of service. The state reviewed these claims and determined that based on how the claim was billed, this payment was made in error. Please verify with the state that your billing information submitted on the claim is correct. For directions on reconsideration by MDwise, please click here.

Ouick Links

myMDwise Provider Login

Preferred drug list (PDL) for Hoosier Healthwise

Preferred drug list (PDL) for HIP Plans

View all news and announcements



Follow MDwise on LinkedIn



Stay up to date on in MDwise company news and updates.





Welcome to myMDwise

The myMDwise provider portal allows registered providers to view member eligibility information securely online for both IHCP/Medicaid and MDwise Marketplace.

Included are the following online features:

- · View member eligibility information.
- · View member claims information.
- · View member PMP information.
- · View patient roster -PMPs Only.
- · Submit requests for care management disease management programs.
- · Request access to Quality Reports.
- · Request access to Member Health Profile.
- Contact MDwise Provider Relations online.

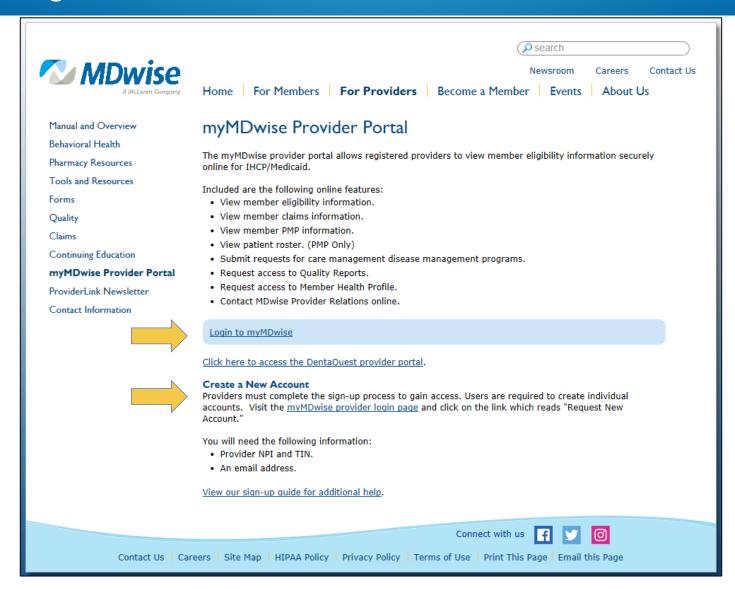
Request for Access

Providers must complete the sign-up process to gain access. Users are required to create individual accounts. View our sign-up guide for additional help.

Provider Login Username Password Submit Providers: Request a new account

Forgot your username or Password?









You are currently logged in as: Jinny Hibbert Messages (0) Profile Logout

Marketplace Menu → Medicaid Menu → Quality Reports

Member Health Profile

Member Health Profile

Welcome to myMDwise

Welcome to the MDwise network. We value your participation and hope to keep you informed by providing easily accessible resources and updates here.

Provider Portal Help Guide

Contact MDwise Provider Relations

IHCP Programs



Eligibility/Claims



Patient Roster



Provider Claims Help

MDwise Marketplace



Eligibility/Claims



Patient Roster



Portal Features:

- Claim Status
- Claim Payment Information
- Member Eligibility
- Quality Reports
- PMP Member Rosters
- Member Health Profile
- Care Management/Disease Management (CM/DM) Request Form
- Secure Messages for Provider Relations



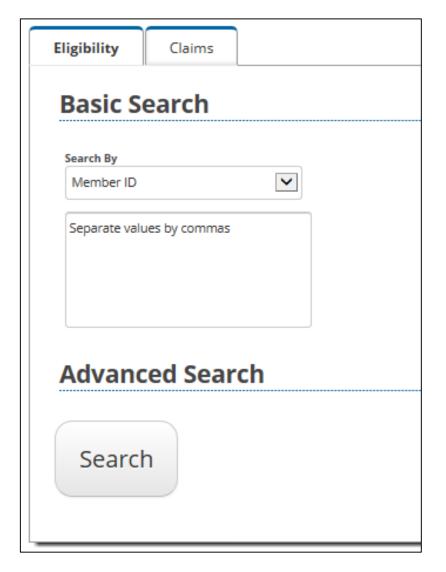
Eligibility

To verify member eligibility (or claim status) in the myMDwise Provider Portal, click the *Medicaid Menu* dropdown box from the home screen and select "Claims & Eligibility."





Eligibility



The "Claims & Eligibility" dropdown option will take you to this screen.

Verifying Eligibility:

 Search by Member ID or SSN

Results will provide:

- Original effective date
- Eligibility Status
- PMP History
- Claim history for last 150 days



Eligibility

When determining eligibility, verify:

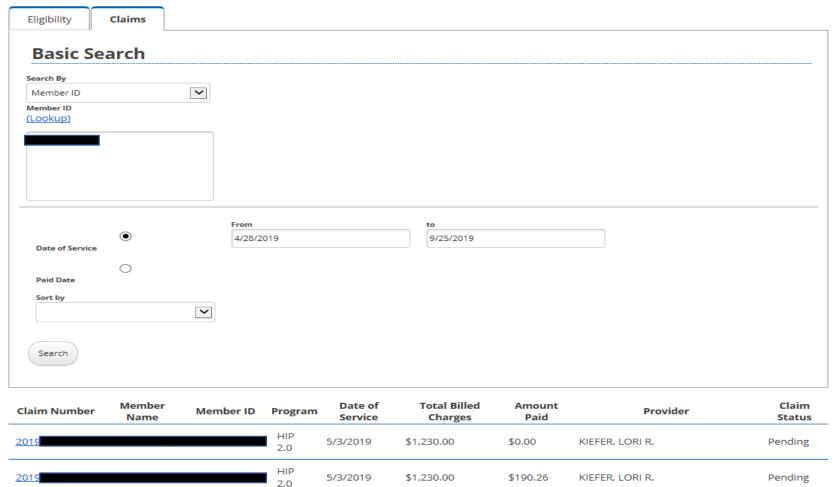
- Is the member eligible for services today?
- In which Indiana Health Coverage Program plan are they enrolled?
- If the member is in Hoosier Healthwise or Healthy Indiana Plan, are they assigned to MDwise?
- Who is the member's Primary Medical Provider (PMP)?

IHCP Provider Healthcare Portal	myMDwise Provider Portal	
IHCP Program	Delivery System: MDwise Excel	
 Managed Care Entity 	 Assigned PMP History 	
Assigned PMP		
Delivery System: MDwise Excel		



Claim Status

Tip: Search for claims by Member ID and date of service to see status of all claims submitted for this date.





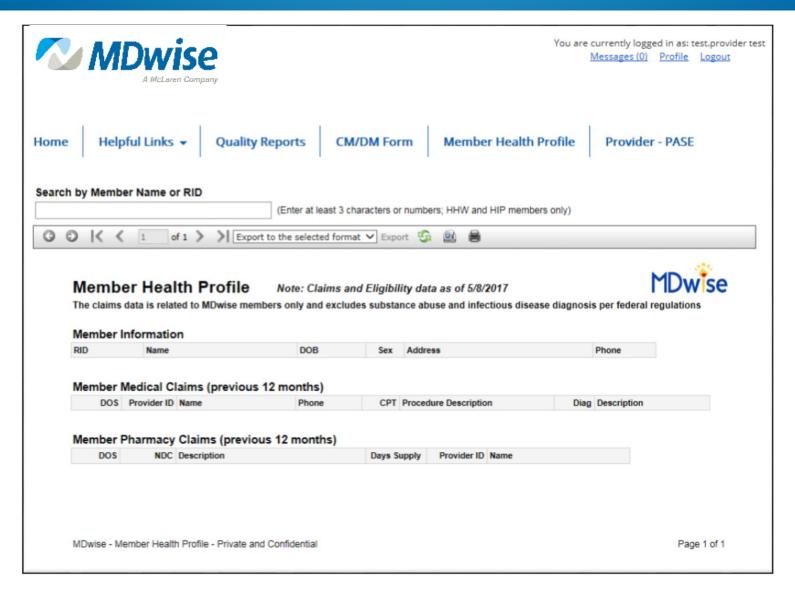
- The Member Health Profile (MHP) is an online tool to help registered in-network primary medical providers (PMPs) and specific Behavioral Health providers with coordination of care.
- Allows the PMP and behavioral health (BH) provider to view their member's medical and pharmacy claims for all of doctors who see the member.
- The information is displayed in one interface and can be printed.
- PMPs can use this information to identify the gaps in care and better manage the member's overall care plan.



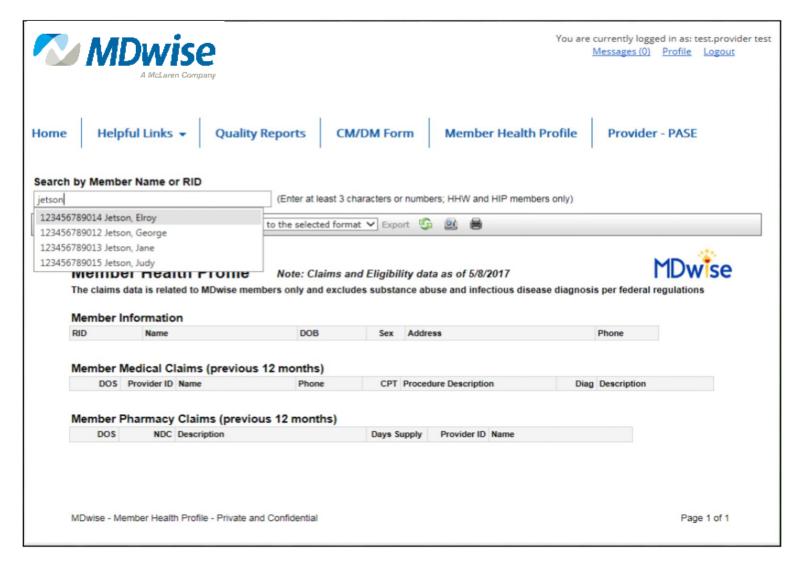
How to Request Access to Member Health Profile:

- Complete our online request form.
- Only PMP National Provider Identifiers (NPIs) should be used-Specialists/non-PMPs will not be able to look up users in the Member Health Profile.
- Allow 5-7 business days for processing.
- If providers have technical issues while registering or accessing the profile, please send an email to healthprofile@mdwise.org.
 - OPlease note:
 - This is not for claims questions.
 - Do not send any Protected Health Information (PHI)

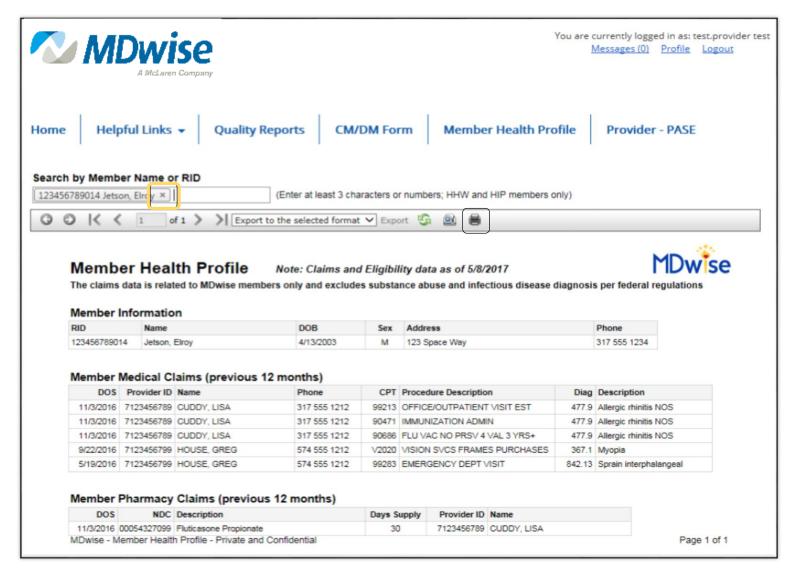














Quality

Online Reports: Quality Reports, PMP reports





Quality

Comparison Report

 Compares individual provider office performance to all of MDwise.

Missed Opportunities Report

- Shows opportunities at member appointments that were missed.
 - Example: An acute visit that can also count toward a well visit.

Year to Date Report

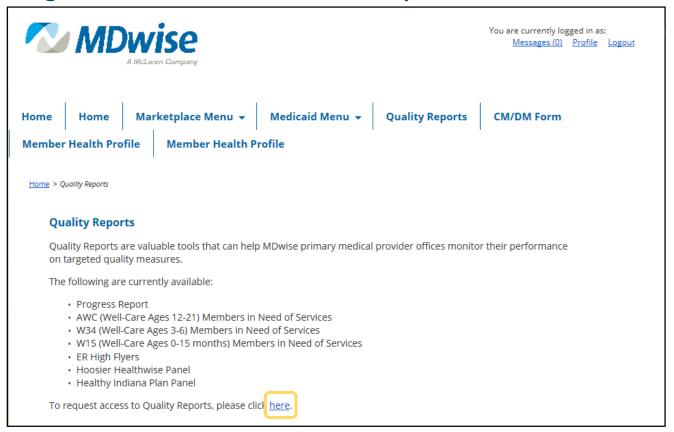
• Shows where your office stands compared to the previous year.



Quality

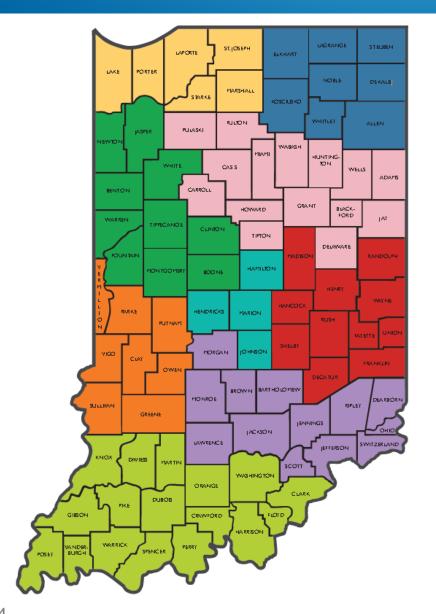
Requesting Access

- Complete required fields and submit
- Access granted within 2-3 business days





Contact



- Region I
 Paulette Means
 pmeans@mdwise.org
 317-822-7490
- Region 2 T.A.Ward tward@mdwise.org 317-983-6137
- Region 3
 Michelle Phillips
 mphillipsl@mdwise.org
 3 17-983-7819
- Region 4
 Jamaal Wade
 jwade@mdwise.org
 3 17-822-7276
- Region 5
 David Hoover
 dhoover@mdwise.org
 3 17-983-7823

- Region 6
 Tonya Trout
 ttrout@mdwise.org
 3 17-308-7329
- Region 7
 Rebecca Church
 rchurch@mdwise.org
 3 17-308-7371
- Region 8
 Sean O'Brien
 sobrien@mdwise.org
 3 17-308-7344
- Region 9
 Whitney Burnes
 wburnes@mdwise.org
 3 17-308-7345

Nichole Young, RN nyoung@mdwise.org 317-822-7509 Behavioral Health CMHCs, OTPs, IMDs, Residential;



Contact

Representative	Territory	Phone	Email
Paulette Means	Region 1	317-822-7490	pmeans@mdwise.org
TA Ward	Region 2	317-983-6137	tward@mdwise.org
Michelle Phillips	Region 3, Hospice, Home Health	317-983-7819	mphillips@mdwise.org
Jamaal Wade	Region 4	317-822-7276	jwade@mdwise.org
David Hoover	Region 5	317-983-7823	dhoover@mdwise.org
Tonya Trout	Region 6	317-308-7329	ttrout@mdwise.org
Rebecca Church	Region 7	317-308-7371	rchurch@mdwise.org
Sean O'Brien	Region 8	317-308-7344	sobrien@mdwise.org
Whitney Burnes	Region 9	317-308-7345	wburnes@mdwise.org
Nichole Young	Behavioral Health (CMHC, OTP, IMD or Residential)	317-822-7509	nyoung@mdwise.org



Resources

MDwise Provider Tip Sheets

• http://www.mdwise.org/for-providers/tools-and-resources/additional-resources/tip-sheets/

MDwise Provider Manuals

• http://www.mdwise.org/for-providers/manual-and-overview/

MDwise Provider Relations Territory Map

http://www.mdwise.org/for-providers/contact-information/

MDwise Claims: Provider Customer Service Unit

1.833.654.9192

MDwise Customer Service

1.800.356.1204

IHCP Provider Modules

www.in.gov/providers



Questions





Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



https://tinyurl.com/fssa1033

